

By Forming Strong Partnerships...
We Can Bring You Better Solutions!



correct
solutions

that's correct

The latest in Smart IT Solutions by The Smart IT Company

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Contents:

The Next Generation
of Correct Solutions!

Team member profile
– Jonathan Gage

Give Your Business
an Unfair Advantage

The Sky is falling...
Part 2

Correct Solutions

We are interested in getting to know you and your business. If you have questions or require assistance please contact sales or support.

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Has your computer
system got your
back?
We can help!

With this month's issue we bring you... Fantastic news about our new partnership with Netlan Next Generation! We welcome the newest member of our team, Jonathan Gage! We announce the launch of a great new product from Sybiz that will save you time and increase efficiency, and we bring you the next instalment of Disaster Recovery. We value your feedback! If you have any comments about this Newsletter please give us a call on 02-8831-8200 or send us an e-mail.

The next generation of correct solutions!

Correct Solutions are proud to announce our recent partnership with Netlan Next Generation (NNG)! This partnership is another step we are taking to ensure all your IT needs are covered. With NNG, we will be bringing you some new services not previously provided by Correct Solutions and we will be improving other services to bring you an even better solution. Netlan Next Generation's skills and expertise have been developed through years of experience in the integration industry. Their technical and sales team are qualified in the highest LAN/WAN standards, telephony integration, security policies and implementation and project management skills to supply innovative solutions and upgrade strategies.

NNG has successfully developed itself in the Australian IT industry for almost 20 years, specialising in Information Communications Technology (ICT) integration. Like Correct Solutions, NNG values high quality customer service and shares our aims to ensure your individual business needs are met.



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Some of the services we will be partnering to bring include:

- LAN/WAN equipment, installation, service, design and consultancy
- Telephony Communication Services
- Wireless Networking
- Cabling—voice, data, fibre optic, electrical and coaxial.
- Network trouble shooting and fault finding
- Network equipment and cabling audits

NNG has one focus; to increase your network efficiency making use of advanced technology and solutions that not only deliver on quality and performance, but also on your investment and we are proud to be working with them to bring you better service.

Team member profile: jonathan gage - network engineer

We would like to welcome Jonathan Gage to the Correct team! Jonathan has joined us to help us improve our response time to you. He will be working with us as an onsite technician, joining the team of Colin, Stuart, Wayne and Ryan S, bringing our onsite team up to 5.

Prior to joining Correct, Jonathan was Systems Administrator at the Gloria Jean's Coffees support office here in Castle Hill. He was involved with Gloria Jean's since early 2003, and started officially in-house with them in February of 2005. He was responsible for looking after their head office network, and was involved in setting up branch offices in Melbourne and Brisbane. Before joining Gloria Jean's he worked with his father supporting the IT needs of many small businesses.

Jonathan makes electronic music using synthesizers, sequencers and computers. He goes by the name 'epoq' and released his first album, "Scintilla" with Adelaide independent label "Surgery Records" in July 2002. He is currently finishing his second album, which is a bit of a change in direction, moving more towards a pop mentality and working with a female vocalist.



After leaving school he started a music degree (of which he still has one subject to complete), at first at the Conservatorium in Sydney, later transferring to UWS.

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and decrease financial data processing time?
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The latest in Smart IT Solutions by The Smart IT Company

Give your business an unfair advantage !

Sybiz is launching three new enhancement tools to provide your business with a competitive edge and increase your business performance.

These new enhancement tools are:

Sybiz Business Intelligence Centre

This module offers you the benefits and power of Microsoft Excel® reporting but without the frustrations associated with traditional 'export' and 'cut and paste'.

Benefits include the ability to:

- drill down to ledger detail in monthly financials
- save precious man hours every month
- maximise your investment in Microsoft Excel® and Sybiz Vision

Sybiz Vision Advanced Printing for Sales/Purchases

This module delivers flexibility by enabling you to print multiple copies of documents to multiple printers and bins.

Benefits include the ability to:

- create your own customised Crystal® forms to be used throughout transaction processing
- print multiple forms from the one transaction
- print to multiple printers and various bins
- access multiple copies

Sybiz Vision Service Manager and Sybiz VSM Mobile

This module enables you to send job information to PDA-equipped technicians in the field and track the progress of jobs through information entered into the PDAs. Data is transferred in real-time, giving technicians the ability to provide comprehensive service to clients.

Benefits include the ability to:

- save on mobile costs
- save on petrol and vehicle expenses
- reduce paperwork
- improve customer service

Book now to find out how these new tools can increase your business performance!

Place: Museum of Sydney, 37 Philip Street, Sydney
Time: 9 - 11am

Call us on 02-8831-8200 to make a booking or find out more information

The sky is falling... part 2

Welcome back – in our August issue of "That's Correct", we talked about Disaster Recovery. We asked you to think about how your business would continue if a major event happened... How would you react and what would you do? How many of you actually took a moment to think about it? Most businesses don't think about this because it's too hard, or it won't happen to me. That false sense of security that comes from the "it won't happen to me mindset" could ultimately lead to failure of your business, loss of your assets or worse.

So how can we simplify this? Instead of looking at the overall BCP (Business Continuity Plan) that we spoke of in the August issue, let's focus instead on the key IT assets in your business. All of our customers have a central server of some kind and it's normally the one key piece of equipment that without it, the entire organisation falls apart. Let's consider that one system for the moment. Things to consider BEFORE purchasing a server are:

- Is it a good quality name brand server?
- Does it have a tape backup unit capable of capturing all the data and the operating system of the server?
- Does the server have redundant disks (often called RAID or Mirroring)
- Does the server have a UPS (battery backup) and is it configured correctly to shut the server down in the event of an extended power outage?
- What response level of warranty is the manufacturer providing? Is it sufficient for my business needs?

Is there Antivirus software on the key points of entry to my network? This includes ensuring that the server itself is protected, the client computers (even when they are out of the office) and that email is scanned BEFORE it gets to the users mailbox.

All of these issues denote that you can handle failure of certain aspects of the server either totally or in a timely manner.

After the server has been installed, you want to look at the day to day running. Things to look at include:

- Are the backups working? How do you know?
- Who is monitoring the server for advance warning of failures?
- When did you last restore anything from the backup tape to prove they work?
- When was the UPS last tested?

These are just a few of the things to consider to minimise the chance that a failure will impact your business. We always try to ensure that our customers understand these issues when we're dealing with them and have a variety of offerings from Correct Solutions to help take the pain out of managing your crucial IT assets. We've just invested in some new advanced systems that will allow us to better monitor, manage and maintain your networks for you. Ask us how we can help you to reduce the risk to your IT infrastructure.